

County of Del Norte  
Department of Health and Human Services  
2008 Civil Rights Corrective Action Plan

<b>Facility Location: 880 Northcrest Drive</b>		
<b>Findings</b>	<b>Comments</b>	<b>Date Completed</b>
Parking. There is no signage "unauthorized parking" signage at entrance to off-street accessible parking	Expected completion date 5/31/09	
Parking. Signage on pavement does not clearly depict a wheelchair w/occupant	Expected completion date 12/31/08	
Parking. There was "No Parking" signage painted on pavement in access aisles	Expected completion date 12/31/08	
Parking. There was an accessible space which had no Freestanding sign, but had signage on pavement	Space will no longer be designated as accessible space. Expected completion date 12/31/08	
Main Entrance Doors. There are two sets of doors upon entering the building; the pressure to open both doors is too heavy	Door closure part ordered on 10/23/08. Expected completion date 12/31/08	
Men's Restroom. Force to open door is excessive	Door closure part ordered on 10/23/08. Expected completion date 12/31/08	
Men's Restroom. Faucet control unable to work with one hand or closed fist with 5 lbs. maximum force	Faucet replaced	10/24/2008
Men's Restroom. Toilet tissue dispenser is not located within 12" of the front edge of toilet	Dispenser moved	10/24/2008
Women's Restroom. Force to open door is excessive	Door closure part ordered on 10/23/08. Expected completion date 12/31/08	
Women's Restroom. Toilet tissue dispenser is not located within 12" of the front edge of toilet	Dispenser moved	10/24/2008

<b>Facility Location: 286 M Street</b>		
<b>Findings</b>	<b>Comments</b>	<b>Date Completed</b>
At the 286 M Street Office, they did not have the Pub 13 in the languages required	Pub 13 in the required languages are available at the Workforce Center	9/15/2008
Parking. Accessible space does not meet minimum requirements, the length is too short	Expected completion date 5/31/09	
Parking. Van-Accessible space does not meet minimum requirements; 9' wide, 18' long, 8' access on passenger side.	Expected completion date 5/31/09	
Parking. Second space that is marked Van-Accessible, the space and access aisle does not meet measurement requirements	Expected completion date 5/31/09	
Parking. Signage on pavement does not clearly depict a wheelchair w/occupant	Expected completion date 5/31/09	
<b>Findings</b>	<b>Comments</b>	<b>Date Completed</b>

Parking. "No Parking" signage painted on pavement in access aisles was not clearly depicted	Expected completion date 5/31/09	
Men's Restroom. No ISA signage found on the wall, adjacent to the latch side of the door	Signage placed on door	11/21/2008
Men's Restroom. Force to open door is excessive	Door adjusted	11/17/2008
Women's Restroom. No ISA signage found on the wall, adjacent to the latch side of the door	Signage placed on door	11/21/2008
Women's Restroom. Force to open door is excessive	Door adjusted	11/17/2008
Women's Restroom. Toilet tissue dispenser was not located within 12" of the front edge of toilet and 19" minimum in height. (On the floor)	Dispenser moved	11/17/2008

Documentation of Applicant/Recipient Case Records		
Findings	Comments	Date Completed
The department is not consistently documenting the case file indicating bilingual services were provided	Staff training completed	9/15/08-12/2/08
The department must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance	Staff training completed	9/15/08-12/2/08